

# Matthews Playhouse Volunteer Handbook

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## **Our Mission**

Matthews Playhouse is a community based non-profit theatre committed to enriching the lives of children, adults, and families by inviting them to participate in the world of performing arts and education.

We commit to this mission by ensuring the excellence of our cultural programs for the participation and enjoyment of the people in our community.

## Matthews Playhouse Code of Conduct

- Volunteers will interact with participants, other volunteers and staff with respect and consideration, treating everyone equally regardless of sex, race, religion, culture, or sexual orientation.
- Volunteers will portray a positive role model and act in a caring, honest, respectful, and responsible manner, maintaining an attitude of patience, courtesy, tact, and maturity.
- Volunteers will appear clean, neat, and appropriately attired.
- Volunteers will report to work on time as scheduled or notify the Volunteer Coordinator.
- Volunteers will carry out required assignments and follow instructions.
- Volunteers must be free of physical and psychological conditions that might adversely affect participants' physical or mental health.
- Volunteers will not steal or attempt to steal property.
- Volunteers will not use profanity, abusive language, tell inappropriate jokes, or share intimate details of personal life in front of participants, staff, or other volunteers.
- Volunteers will not smoke or use tobacco at any Matthews Playhouse event.
- Volunteers will never report to any Matthews Playhouse event under the influence of alcohol, intoxicants, or drugs. The possession, use, manufacturing, or distribution of illegal drugs, alcohol and/or prescription drugs within the programs, activities, and premises of any Matthews Playhouse event.

## Volunteer Requirements

*Matthews Playhouse will not knowingly discriminate against any volunteer who is physically or mentally disabled, has been disabled in the past, or who is perceived to be disabled provided that the individual is qualified to perform the essential duties of his/her volunteer assignment, with or without reasonable accommodation.*

## Skills, Time Commitment, and Capabilities

- Demonstrated capability to conduct oneself in a calm and professional demeanor when dealing with the public and/or with difficult situations
- Ability to work well with a diverse group of staff and volunteers
- Ability to effectively manage a wide array of tasks, and responsibilities
- Must arrive on time or notify the Volunteer Coordinator ([volunteering@matthewsplayhouse.com](mailto:volunteering@matthewsplayhouse.com))
- Must attend volunteer information/training sessions prior to the event

- Must follow Matthews Playhouse dress code for events

## Dress Code

**Front of House Team:** Matthews Playhouse will provide vests for all team members. These are checked in and out for each shift. Team members are asked to wear long black pants or skirt that reaches the knees, a black top and black closed toed shoes.

**For all other volunteering opportunities:** please wear non-restrictive clothing that protects your body from any tools or other substances found in a theater (ie: paint, cleaning products), and comfortable, close-toed shoes.

## Patrons with Disabilities

Matthews Playhouse is dedicated to ensuring that all of our patrons are able to participate in the community we provide. At Matthews Playhouse, people will be known for who they are as a person, not as a disability. In order to align our language with how we view our patrons and fellow volunteers, we implement "Person-First Language". Hence a person is not physically disabled; rather the person HAS a physical disability. When talking about people who use a wheelchair to get around, we can say, "He is in a wheelchair." Avoid using terms such as "wheelchair-bound" or "confined to a wheelchair." For some people it may be a burden, however for many people it is simply their way of getting around. **Please only offer to assist when asked.**

## Absenteeism

In the situation where you are unable to fulfill your specific duties as a Volunteer, please notify the Volunteer Coordinator as soon as possible. Please transfer your Homepage shift to "Releasing Shift" so that the Volunteer Coordinator can find a replacement. Volunteers are expected to begin work at the designated start time for assigned shifts, so please plan to arrive at your scheduled start time – this will allow you to arrive and get settled before beginning your shift. Volunteers who either miss a shift without notifying the Volunteer Coordinator or who are late to more than two shifts will be removed from the "active" volunteer pool. The Volunteer Coordinator will then contact the volunteer to discuss the situation and develop mutually agreeable next steps.

## The Front of House Team

Our Front of House Team is the face of Matthews Playhouse. They are responsible for creating the sense of community that our patrons and fellow volunteers come back time and time again for. These are fast-paced positions that require a bright smile and willingness to serve.

### House Manager

- Provide first class service to all patrons and persons at Matthews Playhouse of the Performing Arts.
- The House Manager must be knowledgeable in all roles for the FOH and be able to assist any role when needed.
- Must be proficient and comfortable to operate Homebase time clock
- Provide information to patrons about Matthews Playhouse and the specific performance questions (artist information, merchandise, intermission, length of show, etc.)
- When not assisting the Front of House Team, the House Manager will roam the lobbies to ensure each patrons needs are met, questions are answered, and the facility is clean and presentable.
- House Manager is to report to duty 45 minutes before the doors open and must remain present 15-30 minutes after the performance is complete or until all patron needs have been met.
- The House Manager is expected to enforce our late seating policies which are determined depending on the particular show.
- This position requires standing during the Pre-Performance and Post-Performance.

### Ushers

- Provide first-class customer service to all patrons entering the theater.
- Pre-Performance: Greet patrons with a friendly smile, check patrons tickets to ensure they are in the correct area, and assist patrons to their seats.
- Be at their assigned location 15 minutes prior to doors opened to assist patrons with questions.
- During Performance: Monitor assigned seat areas to ensure all theater policies are being followed (no cell phone usage, theater cup policy, and artist recording requests, etc).
- Post-Performance: Assist patrons to ensure everyone exits the facility safely and picks up any pieces of trash left in the theater.

- Ushers are to report to duty 30 minutes before the doors open and must remain present during the entire performance and for a minimum of 20 minutes after performance to ensure patrons exit safely.
- Ushers will be stationed inside the theater during the performance to ensure the safety of their area; expected to act responsible and respectful during their entire shift including while in the theater during the performance.
- Ushers will be standing during Pre-Performance and sitting & standing during Performance and Post-Performance.

### Greeters

- Provide first-class customer service to all patrons and persons in the vicinity of a Matthews Playhouse event.
- Greeters are to greet each patron with a smile and scan their ticket either on their phone or on paper and provide assistance to any patron unable to locate their tickets.
- This includes helping a patron find their digital tickets in their phones, wallet or assisting the customer in finding their confirmation email and downloading the ticket to their digital wallet.
- Ticket scanners will check out their equipment from the Event Manager at the start of their shift and return at the end of their shift.
- Alternatively, Greeters may be tasked with handing a program to each patron.
- This includes answering any questions regarding anything in the program, such as information on donations or pre-ordering concessions.
- Greeters must be able to help patrons with general questions such as locating restroom facilities, theater entrances, and the Marketplace.
- Greeters are to report to duty 30 minutes before the doors open and must remain present 15 minutes after the theater doors close for the performance.

### Marketplace Cashiers

- Provide first-class customer service to all patrons entering the theater.
- Marketplace Cashiers help with selling concessions and merchandise before the show and during intermission.
- Must be able to quickly make calculations for change.
- Marketplace Cashiers must be present at their assigned location 15 minutes prior to house opening, and intermission to assist patrons with their purchases.
- Post-Performance: Assist with closing the Marketplace,(ie: making sure all ice has been taken out, lights are off).

## The Scene Shop Team

Every set, every prop, and every costume seen on stage at Matthews Playhouse comes from our scene shop. We need responsible, intuitive, and teachable volunteers to assist us with everything from painting props, pulling costumes, and dressing set pieces.

### Scene Shop Assistant

- Arrive on time or otherwise alert the Scene Shop Manager
- Must be present for a safety and equipment explanation and follow dress code
- Follow directions from the Scene Shop Manager
- Clean up after any work done in the scene shop and leave a neat environment for others

## Reasons for Dismissal

*Matthews Playhouse reserves the right to dismiss any volunteer that does not choose to comply with our policies or otherwise causes a disruption that causes our patrons, staff, or volunteers physical, or mental harm.*

**Tardiness** – It is crucial that all volunteers arrive on time. Later arrivals can affect the entire operation. Front of House Team members checking in 15 minutes after the scheduled time, two times without a legitimate reason will be removed from the “active” volunteer pool. In unavoidable circumstances, alerting the Volunteer Coordinator through phone call or email to notify of the situation.

The following infractions are considered unprofessional and will constitute grounds for dismissal from the Matthews Playhouse volunteer program.

- Discourteous behavior toward guests or other Front of House staff.
- Being uncooperative with the House Managers, or other Matthews Playhouse staff.
- Continued violations of improper dress or appearance.
- Repeated failure to perform the duties as described in the job description.
- Unwillingness to accept any position assignment.
- Grumbling and/or complaining that interferes with team spirit.
- Failure to treat patrons, staff, or fellow volunteers with respect.
- Abuse of any Matthews Playhouse equipment.

